



Blood Bank Customer Service Module Sample

Issues

Common Situations.

Due to an emergency, the team will have several overdue appointments in the waiting room. What do you say or do for these donors?

Sample Game Cards

(Shown smaller than the Actual 3 1/8" by 2 1/4" size)

Perceptions.

During a blood donation drive, a well-known celebrity shows up with quite a number of the press; cameras seem to be everywhere. Is this good or bad and what do you suggest be done?

Getting Off To A Good Start .

What is your main concern when speaking with or meeting a prospective donor for the first time?

Problem People.

A donor paws at you while you brush past him. What do you say or do?

Crisis Situations.

A father wants to donate blood for his son's upcoming kidney surgery. The problem is that the dad was just released from the hospital after an accident. What do you say to the recovering man?

Community Relations.

A manager from a local business is complaining that a recruiter tried to make him feel guilty when he said he did not want to participate in a local blood drive. How do you respond after hearing this?

Impatient Donors.

A donor is complaining that an appointment should mean that a phlebotomist will be available within minutes of that time. How do you respond?

Standard Policies.

A potential donor's date of birth on a medical history form does not match her driver's license. What do you do?